

**[ABSTRACT]**

- 5 According to one aspect of the present invention, there is provided apparatus for controlling a communications system having a plurality of voice channels and a user terminal for receiving at least one of the voice channels comprising: a receiving element for receiving a plurality of the voice channels, a controller for identifying one of the voice channels to be monitored, an event detection element for detecting the  
10 presence of a predeterminable event in the identified voice channel, and an alert generator for generating an alert when the predetermined event is detected.

(Fig. 2)